



# Consumer Access and Coordination of Care Committee (CAC) Meeting September, 2017

Presented By George Sousa  
LogistiCare General Manager

# Complaints

<b>Transportation Provider Quality:</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Total</b>
<b>Provider late/ Member Made Appt.</b>	585	544	648	498	701	847	726	581	5,130
<b>Provider late/ Member Missed Appt.</b>	142	160	198	144	178	163	139	135	1259
<b>Provider Too Early</b>	2	2	0	5	0	1	9	13	32
<b>Incident-Rider</b>	6	6	9	9	1	6	8	8	53
<b>Injury</b>	11	8	12	13	1	10	13	11	79
<b>Subcontractor Safety</b>	0	0	0	0	0	0	0	0	0
<b>Wheelchair Tie-down issue</b>	1	1	0	0	0	2	0	0	4
<b>Provider No Show</b>	96	83	65	56	79	119	122	118	738
<b>Vehicle Issue</b>	1	1	0	3	3	3	0	3	14
<b>Share Ride(s)</b>	4	3	2	2	3	1	3	1	19
<b>Driver Conduct/ Professionalism</b>	49	42	67	44	62	67	71	59	461
<b>Provider/Professionalism</b>	14	10	14	2	4	12	5	8	69
<b>Refused to transport scheduled member</b>	2	0	0	0	0	0	0	0	2
<b>sub total</b>	913	860	1,015	776	1,032	1,231	1096	937	7,860

# Complaints

ASO Quality	January	February	March	April	May	June	July	August	Total
No Vehicle Available To Transport (no provider available to accommodate the trip due to time, level of service, distance, etc.)	6	2	3	20	42	65	40	10	188
No Provider Willing to Transport	0	0	0	0	0	0	0	0	0
Bus/Train pass late/not delivered	0	0	0	0	0	0	0	1	1
LogistiCare Issue (Trip Input Error)	2	15	9	8	11	19	9	6	79
LogistiCare Employee Issue (Professionalism)	0	0	0	1	2	0	0	0	3
Not closest provider/form needed (not sent to facility timely)	0	0	0	0	0	0	0	0	0
Level of service/form needed (not sent to facility timely)	0	0	0	0	0	0	0	0	0
sub total	8	17	12	29	55	84	49	254	271
total	921	877	1,027	805	1,087	1,315	1145	1,191	8,131

# Complaints

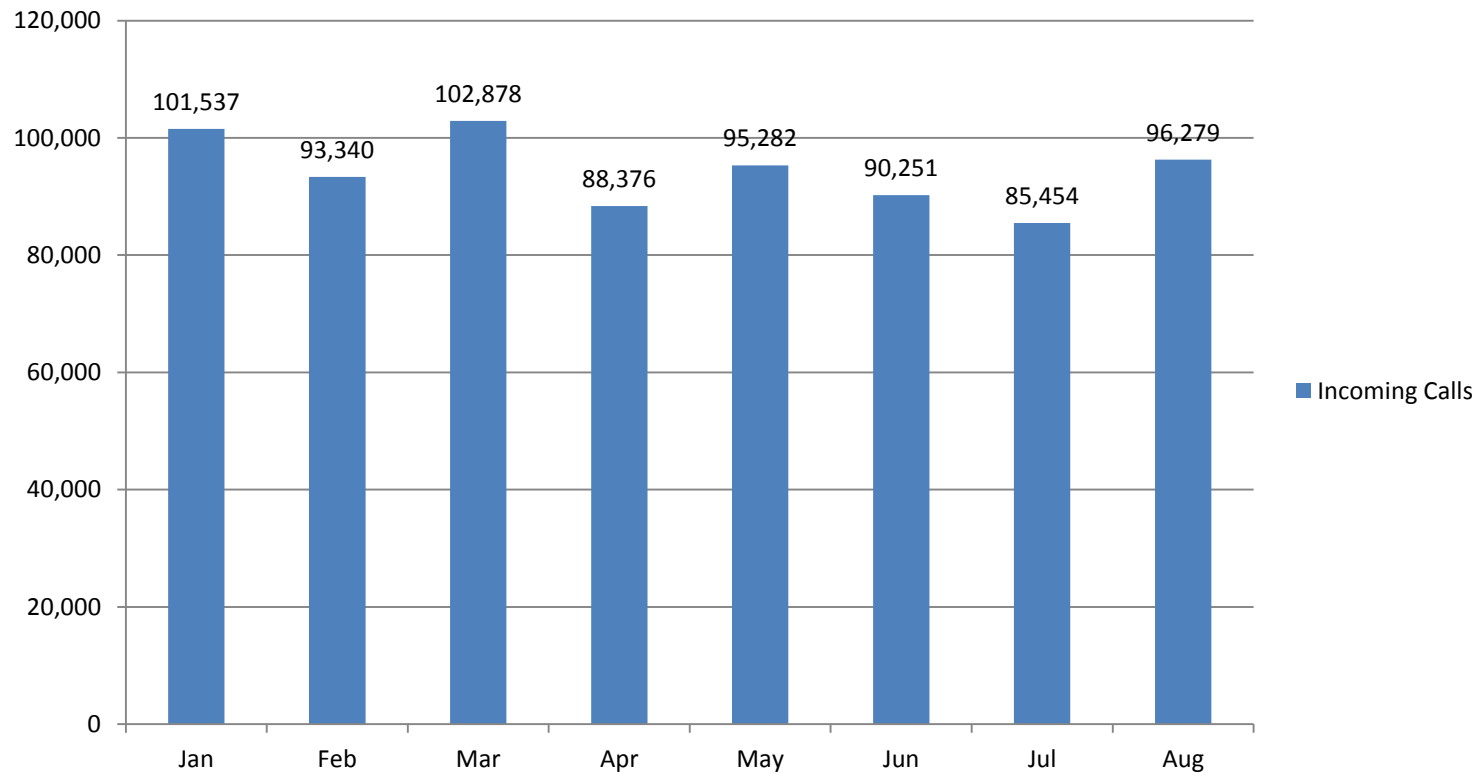
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# Rider No Show

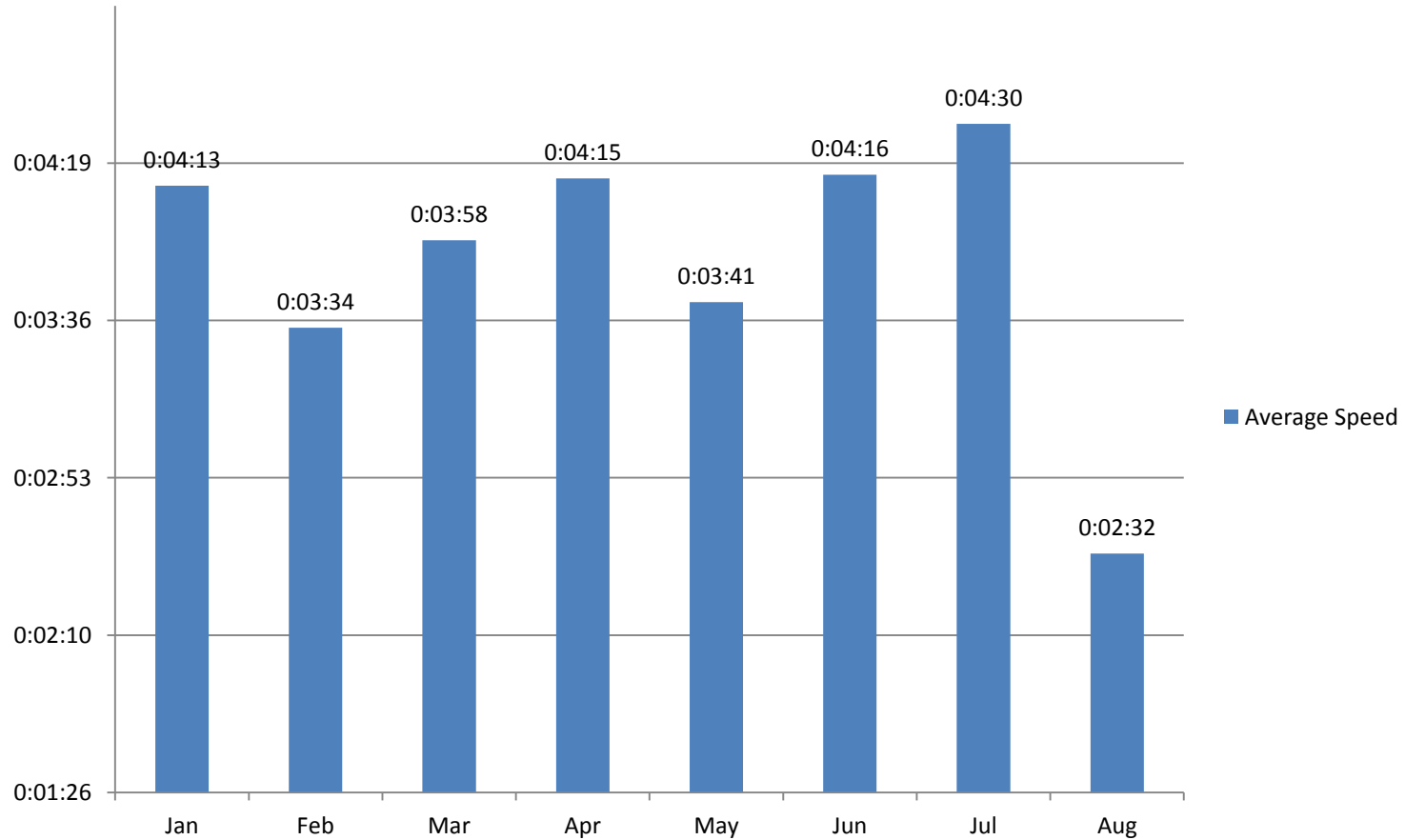
	2017							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Trips	414,950	400,237	457,242	392,087	444,079	432,981	369,913	421,754
Rider No-Show	4,018	3,310	3,864	4,727	5,019	4,689	4,226	4,232
% Rider No-Show	0.97%	0.83%	0.85%	1.21%	1.13%	1.08%	1.14%	1.00%

- Transportation providers do not receive payment for trips that do not occur.
- Data above does not include mass transit or gas reimbursement trips.

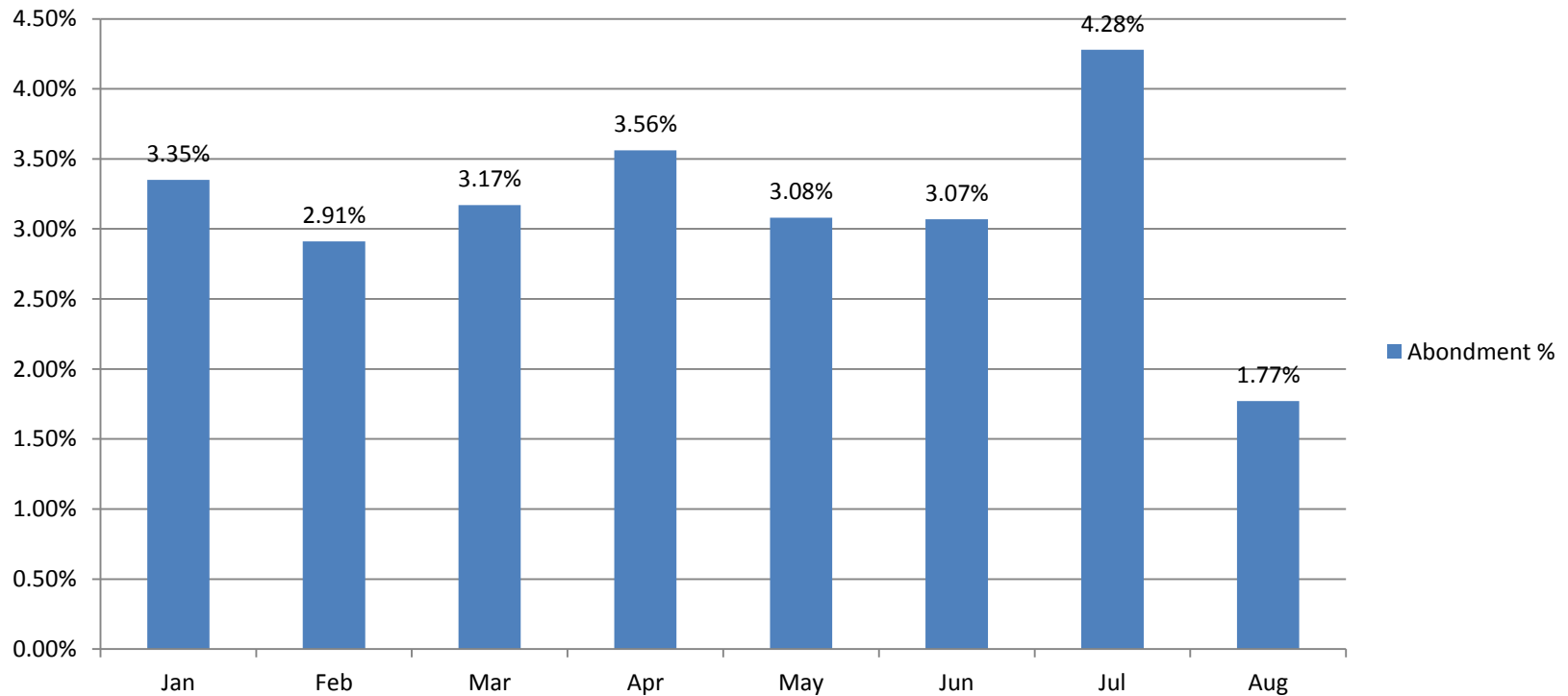
# Call Center Total Incoming Calls



# Call Center Average Speed to Answer



# Call Center Abandonment Rate





# Call Center

## Jan – Mar 2017

	Avg. speed to answer	Abandon rate
<b>Monday</b>	5:39	5.9%
<b>Tuesday</b>	4:02	3.1%
<b>Wednesday</b>	3:44	3.0%
<b>Thursday</b>	3:27	2.5%
<b>Friday</b>	2:28	1.5%

## Apr – Jun 2017

	Avg. speed to answer	Abandon rate
<b>Monday</b>	5:46	4.7%
<b>Tuesday</b>	4:03	2.9%
<b>Wednesday</b>	3:31	3.2%
<b>Thursday</b>	4:07	3.1%
<b>Friday</b>	3:04	1.7%

# Urgent, Same Day and Next Day Request

2017	Urgent/Same-Day Trip Request	Next Day Trip Requests	Total
January	5,565	6,842	12,407
February	5,070	6,170	11,240
March	5,806	7,130	12,936
April	4,878	6,049	10,927
May	5,092	6,598	11,690
June	5,215	6,756	11,971
July	5,304	7,019	12,323
August	5,613	7,350	12,963